Quality Assurance

As a customer using USMTM contracted services, your experience is important to determining the success of the mission and our future Quality of Life. You are the key to Performance Information

Quality Assurance

- **USMTM service contracts: $819k per year – 15% of total contract values and growing**
- **Contractor performance is key to value received**
  - **Each contract has an assigned Quality Assurance Person (QAP)**
  - **QAP must certify receipt of services consistent with contract requirements monthly – basis of contractor's right to payment**
  - **Acceptability must be measured real-time**
- **Customers create Past Performance Information (PPI)**
  - **PPI is key to future source selection decisions**
  - **Cannot use anecdotal information, must be historical documentation**
- **If you don't receive good service, contact the QAP listed on the USMTM Intranet**
- **Spread the word – your opinions count!**

Service Contracts Quality Assurance Personnel

- MSgt Bridgers-USMTM/TMO 435-6311
  - TMO Drivers – Massaq Services

MSgt Mersch-USMTM/DCSI 435-7131
- Base Copier Service – Arabian Business Mach.

- Beth Connors-USMTM/DCA 435-7175
  - Recreation Services – Craft-world Services
  - Club Operations (ECC) – Tamimi Services

- Ayumi Sardar-USMTM/Comptroller 435-7056
  - Mall Custodial – Massaq Services

U. S. Military Training Mission